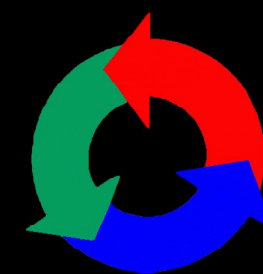


Quality Matters



Volume 10
Number 2

OMNI FACILITY SERVICES



SPRING 2005



Standard Federal Bank
ABN AMRO

Teams Up With Omni to Offer Employees

New Financial Services

Omni's banking partner, Standard Federal Bank - ABN AMRO, has introduced to ALL Omni employees its Workplace Direct Bronze Package as part of its Workplace Directsm Financial Services.

The program is designed to work as a direct deposit bank account with a wide variety of additional features, however, an employee can elect a checking account and NOT have direct deposit if they so choose. With such features as free on-line bill pay, no minimum balances, direct deposit and a MasterCard debit card and no credit background checks to qualify, this program offers a lot of benefits to Omni employees.

Features of the Workplace Direct Bronze Package include:

- Interest paid on all checking balances
- No minimum balance required
- No opening deposit required
- Direct deposit of your pay check - your money is ready in your account payday morning
- Free Internet banking & on-line bill pay
- Special discounts on home loans
- No check-writing fees
- No teller fees
- Free starter pack of checks
- ATM/Debit card (MasterCard)

- Unlimited no charge use of over 1,000 ATMs for deposits, withdrawals, inquiries and transfers between your accounts. With 6 free transactions a month at non-Standard Federal ATMs.

This offer is made through an Omni vendor and Omni does not take part in the program other than to coordinate with the employee and their financial institution of choice to set up direct deposit. All decisions are the responsibility of the employee and are

between the employee and their financial institution.

If you are interested in the benefits of WorkPlaceDirect Financial Services and would like additional information, contact your WorkPlaceDirect representative, Jay Huthwaite, at (248) 457-5827 or visit any Standard Federal Bank and ask for WorkPlaceDirect. You may also visit Standard Federal Bank on-line at www.workplacedirect.com



As part of Omni's monthly safety review, the month of April has always been set aside to review facility safety, security and weather awareness.

As the warm months of Spring breeze in, so does the occasional severe storm - usually in the evening when Omni employees are hard at work.

We would like to offer a few tips that we should all be familiar with in the event we experience severe weather.

- If you need to take shelter, interior rooms and halls are the best place to be in the absence of a basement. Central stairwells are also good but avoid elevators or rooms with exterior glass.

- Stay away from glass walls and

windows no matter the size.

- Avoid rooms with free-span roofs such as a gym or large conference room.

- Do NOT get into a vehicle during a tornado. Get to low ground.

- Do not use telephones during an electrical storm.

- Storms generally move SE to NE in the Spring and W to E in the summer.

- Once in a good shelter area cover your head and neck to avoid injury from flying debris.

- In your neighborhoods if you come across a downed power line stay at least 10 feet away.

A Shinning Star

With around 1,000 employees it would be impossible for Omni to mention each birth date, but we would like to take a moment to recognize one very special employee's birth date.

'Sophie' Chojanack recently celebrated another birthday and thus has achieved the unique status of being our most senior employee!

Sophie has been with Omni since the late 1980's working 17 years in the same Visteon building and has been in the janitorial industry for some 30 years now. She has held positions from general cleaner to building manager but she said she enjoyed general cleaning

the best.

Sophie keeps busy outside of work as well with a marriage of 59 years, 2 children, 4 grandchildren and 3 great grandchildren all of which she says she enjoys cooking big holiday meals for her family whenever she can.

The staff at Visteon's VTC facility (an Omni account for many years), including Building Manager, Ed Stacy, and Visteon Account Executive, Jeff Pratt, took some time out of

their busy schedule to honor a very special colleague.

All of us wish you the happiest of birthdays Sophie, and many more!



L-R: Jeff Prat (Visteon Account Manager), Sophie and Ed Stacy (Supervisor)

Spring 2005 Events



03 Day Light Savings Begins
24 Passover

05 Cinco de Mayo
08 Mother's Day
30 Memorial Day

14 Flag Day
19 Father's Day
21 1st Day of Summer

APRIL 2005

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

MAY 2005

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

JUNE 2005

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		



Upcoming Safety Alerts

The Michigan Safety Committee has set up an 18 month cycle of safety alert reviews for all employees within the company. These trainings are designed to keep Omni employees up to date on all the aspects of job safety. Reviews cover new safety policies, safety procedures and safety awareness reviews. The following is a review of recent and upcoming topics:

Past Quarter

JAN Safe Lifting
FEB Trash Handling
MAR Eye Safety

Up-Coming Quarter

APR Weather Alert
MAY Reporting Accidents
JUN Safety & Dress Code

This safety training, like all training at Omni, is documented within our ISO 9002 quality assurance system. The Safety Committee also reviews training records, schedules and investigates new materials to use for future trainings as well.

Omni prides itself in its commitment to safety awareness and the proactive approach it is taking with the monthly training program, various safety committees, close partnering with our insurance carrier on prevention and tracking issues as well as committed support from Omni's corporate office.

If you have a concern over a safety issue on the job, or would like to see an additional topic added to the rotating training list, please contact Mike Cadotte, Director of Safety at 248.395.1185

After 95 Years Omni Still Feels Young

If only we could all say that the older we get the younger we feel! At Omni Facility Services they are saying it all the time.

Omni's history began in Detroit, Michigan, in 1910 as a small local window cleaning company. One of its first customers was The Bank of Detroit which today we know as Comerica Bank (still a customer).

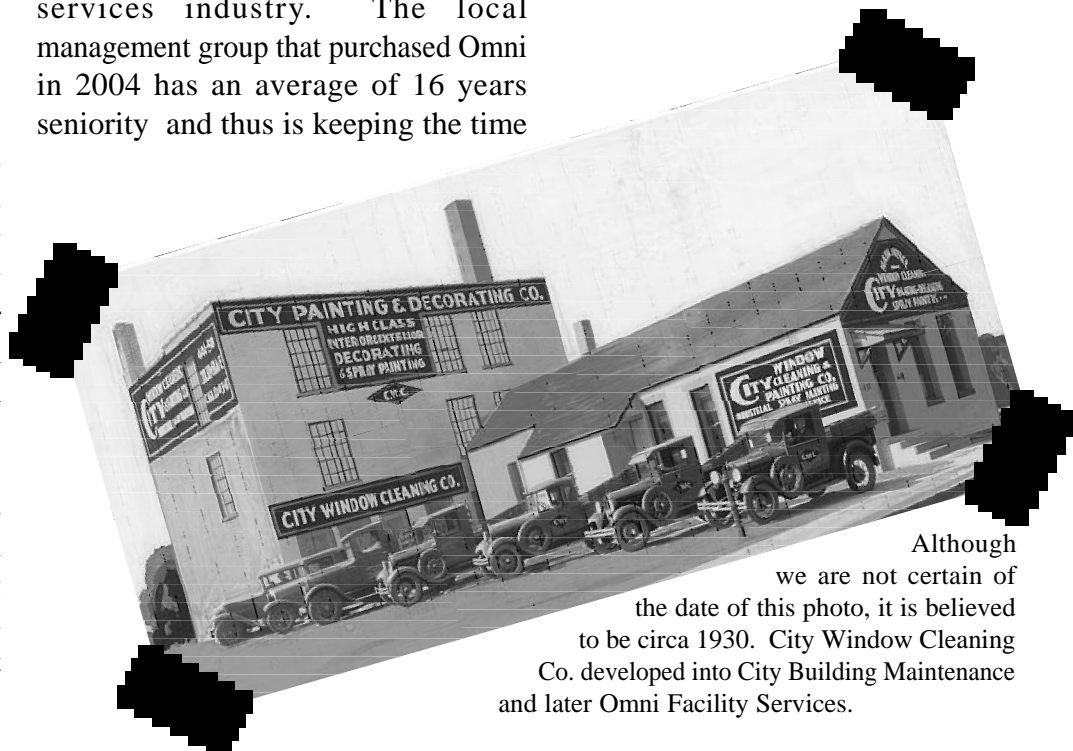
The family owned business thrived over the decades seeing two generations of family ownership and went through a few name changes as well before becoming Omni. Most notably was City Building Maintenance Company which was the operating company name from the 1950's until its change to Omni in 2000.

Today the company, although not family owned, continues forward with strong local ownership and a firm grip on the commercial cleaning and facility services industry. The local management group that purchased Omni in 2004 has an average of 16 years seniority and thus is keeping the time

honored values and business practices it has developed over nearly a century of operation.

Today the look of Omni may be a modern glass building, white Ford service vans and cars but little has changed in the dedication to customer satisfaction and quality delivery of service.

Improvements in technology have allowed a movement away from the old way of working hard to a more modern style of working smart through the use of new equipment and products. We may also use modern tools such as our Quality Operating System's measurements (part of Omni's ISO 9002 quality program) to monitor success and plan improvement, but it's still the dedication of hard working employees and a customer focused business plan that moves the company forward and that hasn't changed one bit since the very beginning.



Although we are not certain of the date of this photo, it is believed to be circa 1930. City Window Cleaning Co. developed into City Building Maintenance and later Omni Facility Services.

Word Search

W L H U M I D I T Y Z V K N R Y
W A Z K D Q R D N D S I Y O Y Y
R R R K L G P M R R C R N I X X
H W B M H T M A O E M O F T C K
K A Q O P V Z O C H L D N A Q S
K T F P A Z D R T E N P M C B W
R E T R I T E D M H S P Y A L I
H R Y L U A I R N H I R D V A M
B S B O M T E N O N T O H C W M
G P Y P N T L R G K K R T M N I
N O C Z A T T E N A T N U S W N
I R I W A S D F V K T N D J O G
K T N P K L Y R L A D S U N R F
L S C J X M F Q F X R P B D K L
A J I L M L K L R T K T L T N M
W L P M C Q N B A R B E Q U E P

lawn work
lazy
outdoors
picnic
shorts
sun
suntan

barbeque
blizzard
(sorry - a hint of things to come)
boating
camping
hot
humidity
ice cream

swimming
travel
vacation
walking
warm
watermelon
water sports

The puzzle to the left is a reminder of those warmer days of summer that are now on their way!

See if you can locate all the words associated with summer and circle them. Words can go horizontally, vertically and diagonally in all eight directions (spaces are to be omitted). Completed puzzles should be submitted in order to participate in our quarterly contest where we randomly select one completed puzzle and award the winner with a gift certificate to one of many local stores or shopping centers in the area where they work and live.

Did you finish? Then why not send this page in for a chance to be our next winner? Just fill out the following and have your site coordinator send into our Michigan administrative offices or you may mail it directly attn: Quality Matters Puzzle.

NAME _____

PHONE _____

JOB SITE _____

(if applicable)

V10N1 Puzzle Key

Page 1 = 3 Snow Flakes
Page 2 = 2 Snow Flakes
Page 3 = 2 Snow Flakes
Page 4 = 4 Snow Flakes
Page 5 = 2 Snow Flakes
Page 6 = 3 Snow Flakes

V10N1 Puzzle WINNER

Quality Matters would like to thank all of you who sent in your answers to our last puzzle - you will find the correct numbers at the bottom left of this page. Our randomly selected puzzle winner is

Charlene Seaney

Charlene is a General Cleaner at Omni's Kellogg Company Headquarters account for over 10 years in Battle Creek, MI.

Omni services several of Kellogg's office facilities and its Battle Creek plant as well. Omni is proud to have such dedicated employees as Charlene associated with a key client like Kellogg.

Communication, the Key to Omni's Quarterly Review

In our last edition of *Quality Matters* (Volume 10 Number 1) you learned about how Omni gathered its customer's input on service through its desktop survey program - so in this edition, we want to tell you about how Omni shares that information with its clients. Omni calls this communication review its Quarterly Review of Commitments or QROC.

At the core of Omni's Quality Control System is a solid stream of communication between itself and its client. This communication allows both parties to review concerns, track quality (such as the quality survey program) and finally taking all this information and planning out future programs, service engineering projects and other corrective actions that tie into Omni's philosophy of continuous improvement.

Every three months Omni sits down with its client's facility team and begins a review of every aspect of the project.

Invoice Accuracy reviews proper billing, addresses correct PO's and customer coding as well as payment history and accuracy.

Training recaps all past training conducted including recent safety training reviews and identifies future training plans.

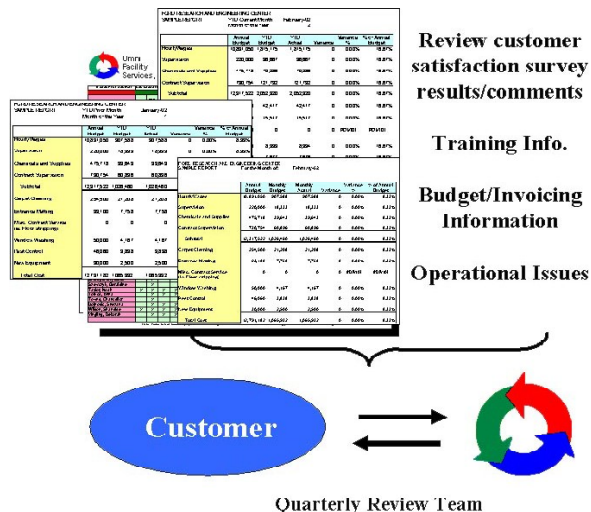
Quality Reviews study specification inspection trends and Quality Survey trends over

a twelve-month period of time. These trends are used to gauge not only the customer's employee satisfaction as related to specification satisfaction but uses this data to steer the quality program forward.

Safety is always a key concern at Omni and a detailed review of any account specific incidents is conducted and safety programs analyzed.

With any project, budgets are always important and thus need to be reviewed. Supply budgets, paper products, labor and incidentals are all analyzed to ensure they are within specified parameters.

Finally Omni and its client's team plan future projects and share comments and ideas. The end result is (through open communication, focus on key processes and continuously looking for ways to improve service delivery) both Omni and its client can benefit from a successful program.



Omni's Quarterly Review of Commitments looks at all aspects of an account from invoice accuracy, accounts receivable, quality trend lines, budgets and training. These meetings are designed to keep all involved parties engaged in the process of quality service delivery and continuous improvement.

Quality Matters recently caught up with Omni's Quality Director, Michael Cadotte, and asked him about his thoughts on the use and need of their quarterly reviews.


"In the past week, I have conducted three different Quarterly Reviews of our Commitments so I guess the timing of this question is perfect.

These reviews allow us to sit down with our customer's team and look at the entire project with 'fresh' eyes if you will. Often there are participants in these meetings that are not part of the daily facility routine, whether that be myself or a purchasing agent or a higher level executive. I feel this cross functional group of people along with those involved daily with facilities allows us to better look at past and present trends, issues and projects as well as determine where we want to go and what needs to be accomplished going forward."

So with a Quality Operating System as a foundation, the open exchange / review of data and ideas are further key aspects to Omni's success.

Our Mission

Omni Facility Services, an established and innovative leader in the facility services industry, is committed to providing quality services and exceptional value. Continuous improvement, profitability and long-term growth are achieved by empowering our employees to exceed our customers' expectations.



**QUALITY
MATTERS
INFO
FACTS**

Omni not only has several operational centers throughout Michigan it also has an operational center in Chicago serving the entire Chicagoland area for over 40 years.

Looking For a Few Good People

Omni's quality systems, methods of account review (QROC) and other administrative processes all play key roles in its success but when you boil it all down it is the site employee who makes the most impact.

Omni is always looking for quality people to employ in its various accounts around the region. If you know of such people, feel free to have them call our main human resource office in Southfield to complete an application and determine what opportunities would

best match their needs.

Judy Mazurco, Omni's Human Resource Manager, can be contacted directly at 248.395.1199 or at jmazurco@ofs-na.com via email.

When sending somebody to HR be sure they bring a legal photo ID and their social security card to fully complete the application and hiring process.



OMNI FACILITY SERVICES
24300 SOUTHFIELD ROAD SUITE 220
SOUTHFIELD MICHIGAN 48075

